

develop those required competencies; designs and administers appropriate career development techniques that allow those employees to acquire the competencies needed for successful performance; and appoints the most qualified person to each position.

Motivation

- **PERFORMANCE MANAGEMENT**

Any solution, to be effectively executed, must be “plugged into” the [performance management](#) process. Performance management is the primary means organizations have for executing their strategy through their people. For a solution to happen, someone (or some group of people) will need to be held accountable for taking the actions necessary for the solution to succeed and for achieving the results for which the solution has been initiated. Establishing expectations and defining accountability for carrying out actions and achieving results is what performance management does.

- **REWARDS AND RECOGNITION**

An effective [rewards and recognition](#) program is a key component of a performance culture. Simply put, if there is no means of recognizing top performance, there is little incentive to achieve it. Employees need tangible feedback in order to know when they’re doing a good job. When organizations have a “culture of recognition,” employee job satisfaction and retention improve. This section features tools, techniques and tips to help HR professionals and managers implement a culture of recognition.

- **WORK ENVIRONMENT**

The [work environment](#) has a significant impact upon employee performance within any organization. A model of a high-performing work environment has been developed, using the acronym, “PERFORM”. It identifies the attributes found in such an environment, and provides tools to help managers perform self-assessments to identify and increase their awareness of the primary obstacles affecting performance management within their unit. In addition, tools are provided to assist agencies in developing strategies to remove the barriers and obstacles that can block or slow performance.

This initiative provides tools to measure employee engagement, which has been proven to have a positive effect on productivity. Managers will receive guidance on how to focus on the primary issues affecting employee engagement and how to take corrective steps to move their organization toward becoming a high-performing work environment.